



Full Power Balanced Power Amplifiers

600, 300, 200 Stereo

650M, 350M, 250M Monaural

Instructions for Use, v 98.2

Owner's Reference

A note from Dan D'Agostino

Thank you for your purchase of a Full Power Balanced amplifier. This component has been designed to exceed all other amplifier products in ultimate performance, musicality, and overall durability. I am sure that it will give you many years of superior performance. Some of the features that make this Full Power Balanced amplifier unique include:

- ⇒ **Krell Current Mode™**: This advanced circuit topology is a KRELL introduction to the audio industry and yields a far greater degree of speed and stage presence than is possible through conventional technologies.
- ⇒ **Fully Regulated Output Stage**: One of the most obvious causes of musical corruption in an amplifier is voltage and current drop in the output stage. While the large capacitive banks used by other manufacturers are marginally effective with current drop, capacitors cannot compensate for voltage drop. A Full Power Balanced amplifier's regulated output stage and power supply is impervious to these forms of corruption. Current and voltage remain constant under all operating conditions.
- ⇒ **Balanced Amplifier Design**: Your Full Power Balanced amplifier incorporates completely balanced circuit topology from input to output, maintaining the integrity of the audio signal and exercising greater speaker control by means of its balanced, push-pull relationship with the speaker drivers.
- ⇒ **Class A Operation**: Class A is the only linear operating state in electronics. Your Full Power Balanced amplifier operates in Class A to its full rated power to provide the most accurate and richly detailed musical experience possible.
- ⇒ **Sustained Plateau Bias II™**: Sustained Plateau Bias II™ is a KRELL patented process that enables your amplifier to play all music (up to full rated power) in Class A, yet greatly reduce the heat dissipation and energy consumption associated with conventional Class A designs. Sustained

Plateau Bias II™ is a true Class A circuit, as opposed to sliding or adaptive biasing schemes.

The Full Power Balanced amplifier follows all classic KRELL manufacturing and materials requirements, and I am sure that you will not find its equal anywhere in the world.

Enjoy your KRELL Full Power Balanced amplifier.

Sincerely,

Dan D'Agostino
C.E.O

Introduction

To obtain the best performance from your Full Power Balanced amplifier, careful attention should be paid to its placement, installation, and operation. A thorough understanding of these details will help insure satisfactory operation and long life for the Full Power Balanced amplifier and related system components.

This Owner's Reference is divided into several sections, each designed to perform a different function. As you read through the Owner's Reference you will become better acquainted with the features and functions that make the Full Power Balanced amplifiers a superb value. A Troubleshooting section is included with solutions to potential problems. Should you have any questions or suggestions, please feel free to contact your authorized dealer or the KRELL staff for assistance.

The Full Power Balanced series of amplifiers consists of three stereo amplifiers, the Full Power Balanced 200, 300, and 600, and the three monaural amplifiers, the Full Power Balanced 250M, 350M, and 650M. Installation, connection, and operation of all amplifiers in the series is identical; however, please note that two Full Power Balanced 250M, 350M or 650M amplifiers are required for stereo operation.

In the unlikely event that your Full Power Balanced amplifier should require service, you will be pleased to know that is backed by a comprehensive Customer Satisfaction policy and one of the most advanced service facilities in the industry. For detailed information on the terms and conditions of service, please refer to the Warranty and Service section of this Reference, Warranty Registration Card, or an authorized KRELL Dealer or Distributor.

Unpacking

After opening the box and removing the top layer of foam, the Full Power Balanced amplifier and the following items will now be visible:

- 1 IEC 320 20 amp AC power cord
- 1 Owner's Reference
- 1 Warranty card

NOTES:

If any of these items are not included, please contact your authorized KRELL dealer or distributor.

Save all packing materials. If you must ship your Full Power Balanced amplifier in the future, repack the unit in its original packing to prevent shipping damage.

Location

Place the Full Power Balanced amplifier on a firm level surface away from dirt or moisture. When using custom racks or cabinetry, keep in mind the weight and ventilation requirements for these amplifiers. Ideally, the amplifier should be placed as close to the speakers as possible. **It is preferable to run long balanced interconnect cables to the amplifier and keep the speaker cable length to a minimum.** Speaker cable adds impedance to the load the amplifier must drive, regardless of the cable's gauge. All KRELL amplifiers will drive the lowest impedances with ease, but when impedance is added due to long cable lengths, amplifier power is wasted in the cable. Long speaker cables reduce the maximum power that can be delivered to the speakers.

Remote Installation

Some installations do not have adequate space or flexibility to place the amplifier close to the speakers. The Full Power Balanced amplifiers can be situated in a room or space close to the speakers, but out of sight, and turned On or Off from the listening room. Internally, a provision has been made allowing the amplifier to be powered On from an AC wall receptacle and not from the front panel power switch or optional remote control. We suggest mounting a standard wall switch in the listening room that controls an AC power outlet dedicated to the power amplifier. This arrangement can be provided by an electrician. Please contact your dealer for assistance.

NOTE: Once AC power is applied, the front panel power switch and the remote control power switch are operational.

Cabinetry Considerations

Class A operation offers tremendous sonic benefits. Unfortunately, traditional Class A amplifiers dissipate a tremendous amount of heat. KRELL's patented Sustained Plateau Bias circuitry combats this characteristic and reduces the heat output considerably. However, the Full Power Balanced amplifiers can still become quite warm under normal operation. The Full Power Balanced amplifiers should be installed in a location that provides unobstructed ventilation.

IMPORTANT: The ventilation grids on the top of all Full Power Balanced amplifiers need to be unobstructed at all times during operation. Do not place flammable material on top of or beneath Full Power Balanced amplifiers. For installations inside cabinetry, extra ventilation may be necessary. Make sure the Full Power Balanced amplifiers have adequate air circulation. Generally, two inches of clearance on each side of the amplifier and eight inches of clearance above the amplifier will provide adequate ventilation. In more extreme instances, small fans can aid in removing excess heat from internal spaces. Contact your dealer, distributor, or Krell® for more information.

AC Power Considerations

For best performance, a dedicated AC power line rated at a minimum of fifteen amps is recommended for each amplifier. For maximum power output, the Full Power Balanced 300 and 600 amplifiers should be operated from a dedicated twenty amp AC power line. The Full Power Balanced amplifiers should only be operated with the power cord supplied. Please consult KRELL or your dealer before using any devices designed to alter or stabilize the AC power for the Full Power Balanced amplifiers.

Connections

CAUTION: The differential circuitry employed within the Full Power Balanced amplifiers requires special attention when connecting speakers. Be careful not to connect the negative speaker terminals together. Do not connect the negative speaker terminals to ground, or attempt to bridge the left and right channels together of the Full Power Balanced stereo amplifiers.—Please contact KRELL Industries for assistance.

Input and Output Connections

Caution: When making connections to this component or any other, make sure the power amplifier is off and the preamplifier is in the mute or stand-by mode.

The wiring to and from the amplifier and all components in general should be arranged in a neat, organized manner. Specifically, AC wires should be separated from audio cables. This practice prevents hum or other unwanted noise from being introduced into the system.

1. Connect the speaker cables to the amplifier's output terminals.

The Full Power Balanced amplifiers utilize two custom sets of identical speaker terminals for the each channel. This configuration makes cable connections and biwiring simple. The speaker terminals only accept spade lugs. Bare wire, banana lugs, or pins will not work. The red terminals are used for positive connections and the blue terminals are used for the negative connections. Either the upper or lower set of speaker terminals may be used with speakers having one pair of binding posts. For biwiring, both sets of terminals should be used. Consult your speaker's instruction manual for biwiring connections.

CAUTION: Make sure all cable terminations are of the highest quality, free from frayed ends, shorts, or poor solder connections.

2. Connect the interconnect cables from your preamplifier to the input of the Full Power Balanced amplifier.

The Full Power Balanced amplifiers are equipped with balanced and single-ended inputs. The balanced inputs use three pin XLR connectors and the single-ended inputs use RCA connectors. We recommend the use of balanced interconnects, sonically and electrically, because of their immunity to induced noise and minimal sonic loss resulting from long cable lengths.

CAUTION: Use only one set of inputs to the amplifier at a time. The Full Power Balanced amplifiers are shipped with shorting pins in the XLR inputs. These pins should remain in the XLR inputs if the Full Power Balanced amplifier is operating in the single-ended mode. When the shorting pin is inserted, pins 1 and 3 are shorted together. The shorting pins must be removed to connect the Full Power Balanced amplifiers for balanced operation.

The pin assignment for the XLR is:

- pin 1 = shield (ground)
- pin 2 = non-inverting input (hot)
- pin 3 = inverting input

3. Insert the AC power cord into the receptacle located on the back of the Full Power Balanced amplifier. Insert the other end into the AC wall receptacle.
4. The amplifier is now ready for operation as described in the **Amplifier Operation** section below. Should you have any questions regarding system set-up, contact your dealer or KRELL Industries.

Linking Multiple Amplifiers - Remote In / Out connections

The Remote In/Out function is used to synchronize remote control operation in systems that include multiple amplifiers. When the In/Out ports are utilized, the connected amplifier's remote capabilities will be linked and controlled from one amplifier.

1. Make sure all amplifiers are off, including the power breakers located on the rear panel, before proceeding. This insures all amplifiers are synchronized when the communication cable is connected.
2. Select the amplifier that will be the control amplifier. Only this amplifier will receive remote commands and should be in plain view for proper remote control operation. All additional amplifiers are considered slaves and will only respond to remote commands received via the In/ Out communication

cable. Connect one end of the linking cable to the connector labeled Out on the back panel.

3. Connect the other end of the linking cable to the In port on the second amplifier.
4. To couple three amplifiers, connect a second linking cable to the Out connector on the second amplifier. Connect the remaining end to the In port on the third amplifier.
5. Connect additional amplifiers as described in step 4.
6. Point a KRELL remote control at the control amplifier and press the Amp Power button. The amplifiers will all power up at the same time.

Notes:

When configured for Remote In / Out operation, each amplifier can be turned ON/OFF individually from their respective front panels. All amplifiers must be returned to the identical power state manually in order to maintain remote synchronization.

The communication cables are standard five pin DIN cables and are commonly referred to as MIDI cables. Contact your KRELL dealer or KRELL Industries to obtain remote link cables.

For Use with a Tube Preamplifier

The Full Power Balanced amplifiers feature direct coupled circuitry from input to output. This topology eliminates all coupling capacitors from the audio signal path. Coupling capacitors are used to block damaging direct current (DC) but have sonic characteristics that impact music negatively. Instead, KRELL uses non-obtrusive DC servos that strip DC from the signal without corrupting the music.

Tube preamplifiers, by design, are capacitively coupled. For this reason, the benefits of a direct coupled amplifier cannot be realized when used with a tube preamplifier. Additionally, many tube preamplifiers output a great deal of DC. This DC may exceed the servos of a Full Power Balanced amplifier. Excessive DC level in a signal can damage amplifiers, speakers, or both.

To combat this potential problem, the Full Power Balanced amplifiers include internal jumpers that insert coupling capacitors into the signal path. **These capacitors should be engaged when using a tube preamplifier with a Full**

Power Balanced amplifier. If not utilized, KRELL reserves the right to refuse warranty service due to DC related damage. Please contact your KRELL dealer for assistance.

Amplifier Operation

Understanding the operation of the Full Power Balanced amplifiers is very easy. Equally important is an understanding of the care that should be exercised when operating the system as a whole, in relation to the enormous power output of the Full Power Balanced amplifiers. Simple mistakes, such as switching between active sources without muting the preamplifier output, or bumping/miscuing a cartridge, can generate large transients at low frequencies. With this type of transient the Full Power Balanced amplifiers can generate enough power to damage most loudspeakers. All switching of sources should be done with the preamplifier level either muted or fully attenuated. Inputs to the amplifier should not be changed while the amplifier is on.

NOTE: Care must be taken when setting high playback levels. Because of their tremendous reserve of clean power, KRELL amplifiers can safely drive speakers to higher sound pressure levels than other amplifiers. Always turn the level down at the first sign of speaker distress.

Description of On/Off and Standby Operation

When powering up any system, amplifiers should always be turned on last and turned off first.

1. Locate the power breaker on the rear panel of the amplifier. Move the switch to the ON position. The power LED, labeled P, will illuminate on the front panel. This engages the input circuitry and sets the amplifier to the Standby position.
2. Press the silver power button on the front panel of the amplifier. The regulator LED, labeled R, will illuminate. Once the regulator secures control of the output stage, the bias LED, labeled B, will illuminate. The Sustained Plateau Bias II system is now engaged. After the protection circuits have confirmed that safe operating conditions exist, the input relays will engage. You will hear a click. The amplifier is now ready for operation.
3. With the preamplifier in the Mute position, or volume control fully attenuated, select a source. Turn the volume control up to your desired listening level.
4. When turning the system off, lower the volume of the preamplifier completely or place it into the mute or stand-by position. Switch the amplifier to Standby

by pressing the silver power button. It is now safe to turn off the rest of the system.

NOTE: For optimal performance, the rear panel power breaker should be left in the ON position at all times.

Remote Control Operation

An optional remote control is available for the Full Power Balanced amplifiers. The amplifiers can be switched between Standby and Operate via this remote control or from the remote controls included with KRELL preamplifiers, the KRELL Audio + Video Standard, and the KPS 25s KRELL Playback System.

System Noise Considerations

AC grounding becomes critical when connecting high performance audio components. When mixing and matching audio components, each with their own ground potential, a low frequency hum may occur in one or both speakers. This often occurs when introducing a new component into a system.

If there is a low frequency hum emanating from the speakers when the Full Power Balanced amplifier is placed into the system, follow these simple troubleshooting steps before contacting your KRELL dealer:

1. Check all input and output connections, making sure they are of sound construction. With the amplifier off, remove the interconnect wiring and turn the amplifier back on. If the hum disappears, shut the amplifier off and reinsert one of the interconnect cables and turn the amplifier back on. If the hum reappears with one or both interconnects reinserted, there may be a defective cable. Have the interconnect cabling checked before proceeding.
2. If the interconnects prove to be sound, you may be experiencing a ground loop. This can often be easily eliminated. Contact your dealer or KRELL for assistance.

Protection Circuitry

There are no output fuses in the Full Power Balanced amplifiers. The amplifiers are protected by a series of non-intrusive circuits that constantly evaluate the amplifier's operation. Appropriate protection action exists for input and output DC conditions, short circuit, regulator uniformity, and AC power anomalies. Collectively, the protection circuitry is designed to avoid damage to the amplifier or speakers caused by other defective components, faulty wiring, system

mishandling, or amplifier failure. See the Troubleshooting section below for more information.

Troubleshooting

Listed below are the actions the Full Power Balanced amplifiers will take when the protection circuitry senses a problem within the system. If the recommended course of action does not correct the situation, contact KRELL Industries.

Amplifier Condition	Possible Causes	Course of Action
Output mutes during playback. LED's illuminated: P,R,B	Excessive DC at the amplifier input	Have source unit and preamplifier checked for high DC output. If the preamplifier is a tube model, see the For Use with a Tube Preamplifier section.
Amplifier switches to Standby mode. LED's illuminated: P	Electrical short in speaker cables or inside speaker.	Check all speaker cables for any cuts or frayed edges that might form a connection between the positive speaker lead and the negative speaker lead.
Amplifier switches to Standby at high volumes. LED's illuminated: P	Insufficient AC current from the wall outlet. Excessive heat	Make sure the AC line is at least 15 Amps; a dedicated 20 Amp line is preferable for the Full Power Balanced 300 and 600. Allow amplifier to cool before resuming operation.
Amplifier powers down completely. LED's illuminated: None	DC present at the output stage. Internal amplifier problem	Contact KRELL Industries.

Question and Answer

Q. Should I leave the Full Power Balanced amplifier on at all times?

A. For maximum performance, the rear panel breaker should remain on at all times. This is the stand-by position. From this position, the Full Power Balanced amplifier is designed to be turned On/Off without the "cold start" degradations associated with other products. The amplifier will operate at full performance within minutes of turn-on.

Q. When I turn the amplifier on there is a loud hum through the speakers. What should I do?

A. When a new component is introduced, a hum may become present. This is often caused by a ground loop or defective cabling. Check your cables to and from the amplifier. See the **Noise Considerations** section for more information. If the hum persists, contact your dealer or the KRELL staff for assistance.

Q. My system includes multiple pairs of speakers. Can I connect them to the Full Power Balanced amplifier through a speaker selector box?

A. No. Most speaker selector boxes utilize a common ground. The differential circuitry in the Full Power Balanced amplifiers prohibits the use of these devices. **Do not connect a Full Power Balanced amplifier to a speaker selector device that employs a common ground scheme.**

Q. My speakers only have one set of binding posts. Which set of speaker terminals should I use on the amplifier?

A. The two sets of speaker terminals for each channel on the Full Power Balanced are identical. You can use either the top or bottom set. They sound and work the same.

Q. My speakers are rated for 150 watts, is the Full Power Balanced 300 or Full Power Balanced 600 too powerful for them.

A. Seldom is a speaker damaged from over-driving. More often, damage occurs when an amplifier that lacks sufficient power is asked to handle heavy demand situations. These amplifiers may have very high 8Ω power ratings, but in heavy demand situations they can be driven into clipping that damages speakers. Because of their tremendous capabilities, the Full Power Balanced amplifiers are capable of damaging speakers, but a responsible listener should know the limitations of his/her system and exercise caution.

Q. When I connected the Full Power Balanced amplifier to my system using the single-ended inputs a loud buzz emanates from my speakers. Is the amplifier broken?

A. When using the single-ended inputs, the included shorting pins must be inserted into the XLR inputs. These shorting pins must be inserted between pins 1 and 3 to prohibit external noise from corrupting the signal.

Service and Warranty Information

IMPORTANT: If you believe there is a problem with your unit, please contact your Dealer, Distributor, or the KRELL factory immediately. Do not return any unit to KRELL for repair without first calling to discuss the problem and to obtain a Return Authorization number.

The Full Power Balanced amplifiers have a limited warranty and transferable warranty of ninety days from the original date of purchase for parts and labor. **With the return of the included Warranty Registration Card and a copy of the original sales receipt from an authorized Krell Dealer, this warranty will be extended to a full five years.** The warranty begins on the date of retail purchase, as noted on the retail sales slip provided by an authorized KRELL Dealer or on the warranty registration card sent to KRELL. In the event adequate proof of purchase date is unavailable, the warranty period will begin on the date the unit was originally shipped from the KRELL factory. The original ship date can be determined by calling KRELL.

The warranty for KRELL products is valid only in the country to which they were originally shipped, through the authorized KRELL Distributor for that country, and at the KRELL factory. There may be restrictions on or changes to KRELL's warranty because of regulations within a specific country. Please check with your Distributor for a complete understanding of the warranty in your country.

Freight to the KRELL factory is your responsibility. Return freight within the United States is included in the warranty. If you have purchased your KRELL product outside the United States and wish to have it serviced at the KRELL factory, all freight and associated charges to the KRELL factory are your responsibility. KRELL will pay return freight to the US-based freight forwarder of your choice. Freight and other charges to ship the unit from the freight forwarder to you are also your responsibility.

The operating voltage of this unit is determined by KRELL and can only be changed by an authorized KRELL distributor or the KRELL factory. The voltage for the Full Power Balanced amplifiers in the USA cannot be changed for six months from the original purchase date. Any unauthorized voltage conversion, disassembly, component replacement, perforation of chassis, updates, or

modifications performed to the unit will void the warranty. KRELL is not responsible for any damage incurred in transit. KRELL will file claims for damages as necessary for units damaged in transit to the KRELL factory. You are responsible to file claims for shipping damages during the return shipment.

The use of any packing material other than the original is not recommended. KRELL may, at its discretion, pack a unit in new material for the return shipment. KRELL will bill you for such if the unit was shipped in nonstandard packing or if the original packing is so damaged as to be unusable. Should you need to purchase additional packaging please contact your authorized KRELL Dealer, Distributor, or KRELL for assistance.

Specifications

Full Power Balanced 200, 300, 600

	FPB 200	FPB 300	FPB 600
Frequency Response	20 Hz – 20 kHz +0.0, -0.05 dB	20 Hz – 20 kHz +0.0, -0.05 dB	20 Hz – 20 kHz +0.0, -0.05 dB
	0.1 Hz – 240 kHz +0.0, -3.0 dB	0.1 Hz – 240 kHz +0.0, -3.0 dB	0.1 Hz – 240 kHz +0.0, -3.0 dB
Gain	26.4 dB	26.4 dB	26.4 dB
Distortion	1 kHz 0.02%	1 kHz 0.02%	1 kHz 0.02%
	20 kHz 0.06%	20 kHz 0.15 %	20 kHz 0.15%
Input Sensitivity	1.92 Vrms	2.35 Vrms	3.39 Vrms
Input Impedance	100 Kohms	100 Kohms	100 Kohms
Output Voltage	Peak to Peak 138 V	Peak to Peak 170 V	Peak to Peak 240 V
	RMS 49 V	RMS 60 V	RMS 84 V
Output Power, Each Channel Driven	8 Ohms 200 W	8 Ohms 300 W	8 Ohms 600 W
	4 Ohms 400 W	4 Ohms 600 W	4 Ohms 1,200 W
	2 Ohms 800 W	2 Ohms 1,200 W	2 Ohms 2,400 W
Power Consumption	Standby 60 W	Standby 75 W	Standby 85 W
	Idle 175 W	Idle 350 W	Idle 430 W
	Max. 1,700 W	Max. 3,000 W	Max. 6,000 W
Dimensions			
	Inches 19w x 10.2h x 16.9d Centimeters 48.3w x 25.9h x 42.9d	Inches 19w x 10.2h x 19.9d Centimeters 48.3w x 25.9h x 50.5d	Inches 19w x 10.2h x 25.6d Centimeters 48.3w x 25.9h x 65d
Weight Shipped			
	Pounds 107.0 Kilograms 48.6	Pounds 127.0 Kilograms 57.7	Pounds 200.0 Kilograms 90.9
Unit Only			
	Pounds 90.0 Kilograms 40.9	Pounds 110.0 Kilograms 50.0	Pounds 180.0 Kilograms 81.8

→ All operational features, functions, specifications, and policies are subject to change without notification.

Specifications

Full Power Balanced 250M, 350M, 650M

	FPB 250M	FPB 350M	FPB 650M
Frequency Response	20 Hz – 20 kHz +0.0, -0.05 dB	20 Hz – 20 kHz +0.0, -0.05 dB	20 Hz – 20 kHz +0.0, -0.05 dB
	0.1 Hz – 240 kHz +0.0, -3.0 dB	0.1 Hz – 240 kHz +0.0, -3.0 dB	0.1 Hz – 240 kHz +0.0, -3.0 dB
Gain	26.4 dB	26.4 dB	26.4 dB
Distortion	1 kHz 0.03% 20 kHz 0.28%	1 kHz 0.03% 20 kHz 0.3%	1 kHz 0.03% 20 kHz 0.3%
Input Sensitivity	2.14 Vrms	2.6 Vrms	3.6 Vrms
Input Impedance	100 Kohms	100 Kohms	100 Kohms
Output Voltage	Peak to Peak 138 V RMS 49 V	Peak to Peak 170 V RMS 60 V	Peak to Peak 240 V RMS 85 V
Output Power, Each Channel Driven	8 Ohms 250 W	8 Ohms 350 W	8 Ohms 650 W
	4 Ohms 500 W	4 Ohms 700 W	4 Ohms 1,300 W
	2 Ohms 1,000 W	2 Ohms 1,200 W	2 Ohms 2,600 W
Power Consumption	Idle 150 W Max. 1,700 W	Idle 175 W Max. 3,000 W	Idle 220 W Max. 6,000 W
Dimensions			
	Inches 12.7w x 10.2h x 16.9d Centimeters 32.3w x 25.9h x 42.9d	Inches 12.7w x 10.2h x 19.9d Centimeters 32.3w x 25.9h x 50.5d	Inches 12.7w x 10.2h x 25.6d Centimeters 32.3w x 25.9h x 65d
Weight Shipped			
	Pounds 79.0 Kilograms 36.0	Pounds 110.0 Kilograms 50.0	Pounds 154.0 Kilograms 70.0
Unit Only			
	Pounds 68.0 Kilograms 31.0	Pounds 79.0 Kilograms 36.0	Pounds 140.0 Kilograms 63.8

All operational features, functions, specifications, and policies are subject to change without notification.

Return Authorization Procedure

IMPORTANT

If you believe there is a problem with your component, please contact your dealer, distributor, or the Krell® factory to discuss the problem before you return the component for repair. To expedite service, you may wish to complete and e-mail the Service Request Form on our web site at:

www.krellonline.com

To return a product to Krell®, please follow this procedure so that we may serve you better:

1. Obtain a Return Authorization Number (R/A number) and shipping address from the Krell® Service Department.
2. Insure and accept all liability for loss or damage to the product during shipment to the Krell® factory and prepay all shipping charges. The product may also be hand delivered if arrangements with the Service Department have been made in advance. Proof of purchase may be required for warranty validation at the time of hand delivery.
3. Use the original packaging to insure the safe transit of the product to the factory, dealer, or distributor. The use of any packaging material other than the original packaging materials is not recommended. Krell® may, at its discretion, return a product in new packaging and bill the owner for such packaging if the product received by Krell® was boxed in non-standard packaging or if the original packaging was so damaged that it was unusable. If Krell® determines that new packaging is required, the owner will be notified before the product is returned.

To purchase additional packaging, please contact your authorized Krell® dealer, distributor, or the Krell® Service Department for assistance.

Krell® is not responsible for any damage incurred in transit. Krell® will file claims for damages as necessary for products damaged in transit to the factory. The owner is responsible for filing claims for shipping damages that occur during the return shipment.

Replacement parts and/or products will be furnished on an exchange basis only; any parts and/or products returned to Krell® for exchange become the property of Krell®.

No expressed or implied warranty is made for any Krell® product damaged by accident, abuse, misuse, natural or personal disaster, or unauthorized modification.

In the event that Krell® receives a product for warranty service which has been modified in any way without Krell® authorization, all warranties on that product will be void. The product will be returned to original factory layout specifications at the owner's expense before it is repaired. All repairs required after the product has been returned to original factory specification will be charged to the customer, at current parts and labor rates.

To contact the Krell Service Department

TEL 203-799-9954
Monday-Friday
9:00 am to 5:00 PM EST
FAX 203-799-9796
E-MAIL krell@krellonline.com

PRODUCT

SERIAL NUMBER

To register your product for warranty benefits, complete and return the Warranty Registration Card enclosed in the shipping box within 15 days of purchase. Thank you.

Krell® Industries, Inc.
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Orange, CT 06477-3650 USA

TEL 203-799-9954 FAX 203-799-9796
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